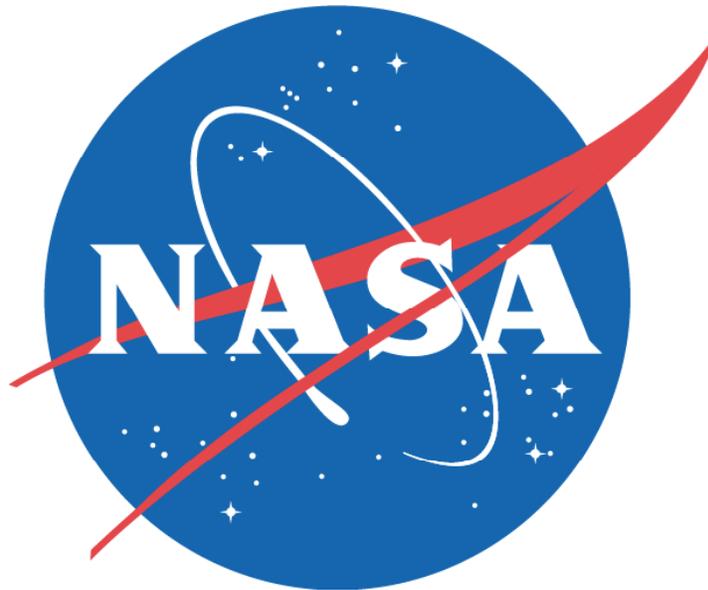


Responsible Office: Code P

Subject: Plan/Conduct Guest Operations for Expendable Launch Vehicle and Shuttle Launches and Landings



Code P, Office of Public Affairs

Office Work Instruction

**Plan/Conduct Guest Operations for Expendable Launch Vehicle
and Shuttle Launches and Landings**

Original Approved by: _____

Margaret C. Wilhide
Associate Administrator

_____ Date

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DOCUMENT HISTORY LOG

<u>Status</u> (<u>Baseline/</u> <u>Revision/</u> <u>Canceled</u>)	<u>Document</u> <u>Revision</u>	<u>Effective</u> <u>Date</u>	<u>Description</u>
Baseline		1/10/00	
Revision	A	4/14/00	Revised to add definition of "Codes" and reflect Pre-Assessment Audit changes to flowchart to clarify use of databases and paper logs and add quality record, Paragraphs 6.6 and 6.9 to support clarification and Section 7.0 to add Approved Travel Request to quality records.
Revision	B	8/18/00	Revised to separate special events and Initiatives from Guest Operations and Protocol. New office work instruction, HQOWI-1382-P011, prepared to document special event protocol.

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1.0 Purpose

The purpose of this OWI is to document procedures employed to support Guest Operations at NASA Expendable Launch Vehicle and Shuttle Launches and landings. This activity entails coordination across all of NASA and provides metrics for public attendance at each launch and landing event.

2.0 Scope and Applicability

This work instruction details how the functions of Guest Operations support public and industry exposure to NASA activity through launch attendance.

The Division Director, Public Services Division, Office of Public Affairs, is responsible for maintaining this document. The controlled version of this OWI is available on the NASA Intranet via the HQ ISO 9000 Document Library at <http://hqiso9000.hq.nasa.gov>. Any printed version of this OWI is uncontrolled (reference: HCP 1400.1, *Document and Data Control*).

3.0 Definitions

3.1	AA	Associate Administrator
3.2	AA/P	Associate Administrator, Code P
3.3	Centers	NASA's ten field centers.
3.4	Codes	Twenty-seven offices that make up NASA HQ
3.5	DPS	Director, Public Services, Code P
3.6	Enterprise	Office of Space Science Enterprise, Office of Space Flight Enterprise, Office of Earth Science Enterprise or Office of Aerospace Technology Enterprise
3.7	GOC	Guest Operations Coordinator
3.8	GSFC	Goddard Space Flight Center
3.9	JSC	Johnson Space Center
3.10	KSC	Kennedy Space Center

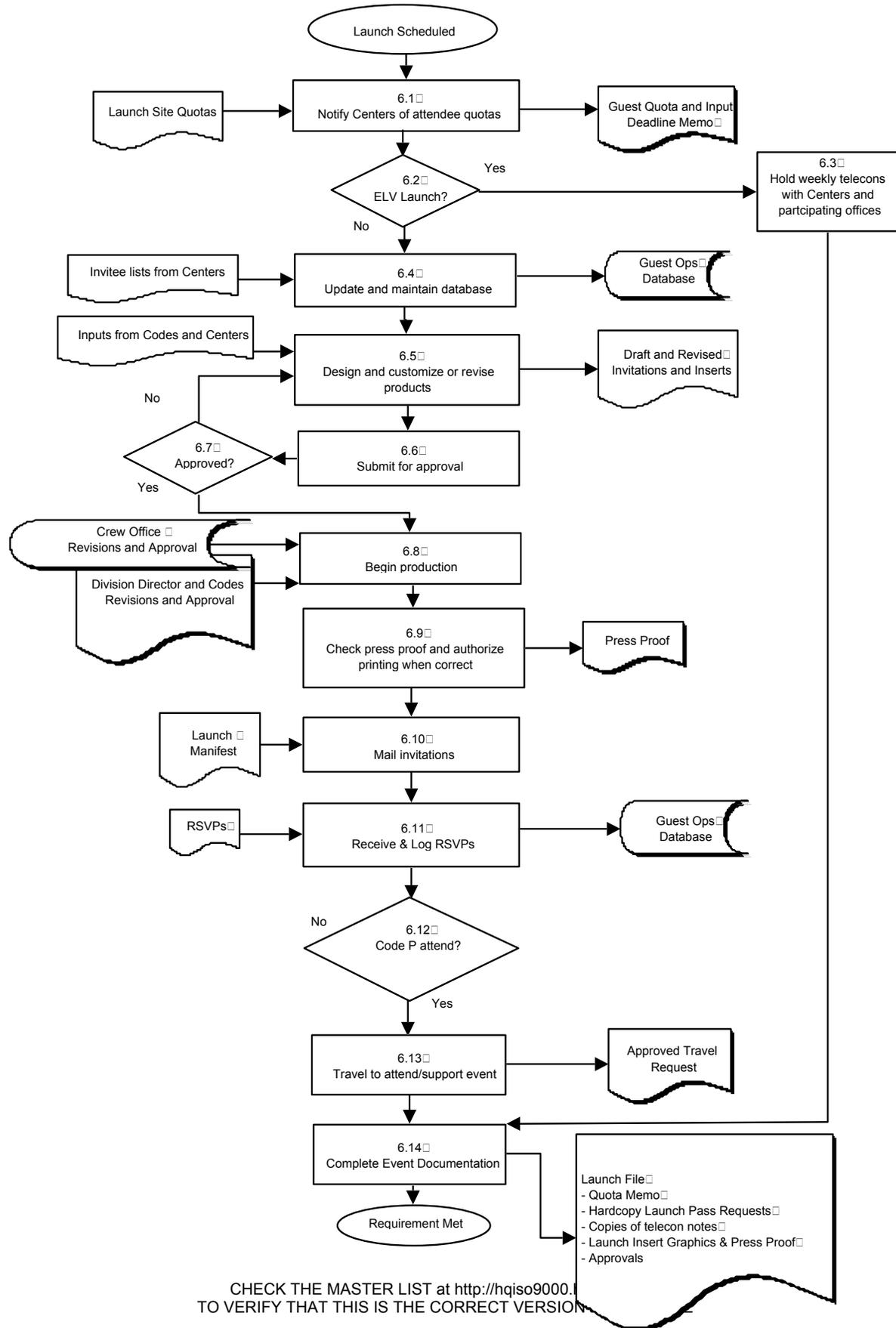
4.0 References

4.1	NPD 1000.1	NASA Strategic Plan
4.2		National Aeronautics and Space Act of 1958, as amended

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5.0 Flowchart



CHECK THE MASTER LIST at <http://hqiso9000.1>
 TO VERIFY THAT THIS IS THE CORRECT VERSION

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6.0 Procedure

<u>Step</u>	<u>Actionee</u>	<u>Action</u>
		Process begins when a launch or launch and landing is scheduled. Each launch site has a finite capacity for launch viewing and therefore a system of quotas is maintained for each site. Quotas are allocated based on the mission and goals of the flight and their relative applicability to NASA Centers and Headquarters offices
6.1	GOC	<i>Notify Centers of attendee quotas.</i> Launch site quotas are provided to Centers by memorandum. The memorandum requests response by a specific date for planning control.
6.2	GOC	<i>Is it an Expendable Vehicle Launch?</i> If so, proceed to Step 6.3. If not, process continues at Step 6.4
6.3	GOC	<i>Hold weekly telecons with Centers and participating Offices.</i> Participate in telecon coordination on a weekly basis, maintaining a notebook of telecon notes for each launch.
6.4	GOC	<i>Update and maintain database.</i> Invitee lists from the NASA Centers are provided for input into the Guest Operations Database. This application is a shared tool on the NASA internal network that is managed and maintained by Headquarters Guest Operations. Access to the database is controlled and varies by phase of launch preparation for maximum utility by all Centers. The same database that is used to collect lists of invitees is used for visitor badging and confirmation of attendance at launches.
6.5	GOC	<i>Design and Customize or Revise Products:</i> Inputs from NASA Codes or Centers are submitted to Guest Operations in order to develop copy and design for invitations and inserts. Materials are routinely developed by modifying existing products.
6.6	GOC	<i>Submit for Approval.</i> Once product is developed in a draft form, it is submitted to the Director of Public Services, the Space Shuttle mission crew office at JSC, if applicable, and participating NASA Codes and Centers for approval of copy, design, and logo placement.
6.7	GOC	<i>Approved?</i> If program/product is approved by AA/P, Director of Public Services, and participating NASA offices, proceed to step. 6.8. If product is not approved and requires rewriting or redesign, product is resubmitted to Step 6.5 for changes.
6.8	GOC	<i>Begin production.</i> Upon receipt of approval, draft or revised draft materials are submitted to the Headquarters Printing and Design office for preparation.
6.9	GOC	<i>Check press proof and authorize printing when correct.</i> Printing Office provides press proof for examination prior to full production. GOC checks press proof against final draft material for accuracy. Any errors are corrected and Printing Office proceeds with production.
6.10	GOC	<i>Mail Invitations.</i> Once manifest is determined and Printing Office has completed printing, invitations with inserts are shipped to GSFC for stuffing and mailing.
6.11	GOC	<i>Receive and Log RSVPs.</i> Responses from invitees are received either through mail or email and recorded as received in the Guest Operations database.
6.12	GOC	<i>Code P Attend?</i> The Director of Public Services with the approval of the AA/P will determine whether or not the launch or landing will be staffed onsite. If approved proceed to Step 6.11. If travel is not approved, proceed to Step 6.12.
6.13	GOC	<i>Travel to Attend/Support Event.</i> Staff will prepare NASA travel request documents

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<u>Step</u>	<u>Actionee</u>	<u>Action</u>
		for authorization and make the necessary travel arrangements. At the event, staff will operate the database for Guest Operations, as well as coordinate guest check-in and associated Guest Center and guest accommodations activities.
6.14	GOC	<i>Complete Event Documentation.</i> At the conclusion of the event, close out launch file and complete the required documents for reimbursement requirements.

7.0 Quality Records

<u>Record ID</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media</u>	<u>NPG 1441.1 Schedule and Item Number</u>	<u>Retention/Disposition</u>
Guest Quota and Input Deadline Memo	GOC	PS	Hardcopy	Schedule 1 Item 56	Destroy when 5 years old or when no longer needed for reference whichever is first.
Guest Ops Database	GOC	PS	Electronic	Schedule 1 Item 56	Destroy when 5 years old or when no longer needed for reference whichever is first.
Crew Office Revisions and Approval	GOC	PS	Hardcopy	Schedule 1 Item 78.D	Destroy when 1 year old or when no longer needed whichever is sooner.
Division Director and Codes Revisions and Approval	GOC	PS	Hardcopy	Schedule 1 Item 78.D	Destroy when 1 year old or when no longer needed whichever is sooner.
Press Proof	GOC	PS	Hardcopy	Schedule 1 Item 78.D	Destroy when 1 year old or when no longer needed whichever is sooner.
Approved Travel Request	GOC	PS	Hardcopy	Schedule 1 Item 78.D	Destroy when 1 year old or when no longer needed whichever is sooner.
Launch File - Quota Memo - Hardcopy Launch Pass Requests - Copies of telecon notes - Launch Insert Graphics & Press Proof - Approvals	DPS	PS	Hardcopy	Schedule 1 Item 56	Destroy when 5 years old or when no longer needed for reference whichever is first.